CORE- Mailroom Return-to-Provider Process

Purpose:

Documents that do not pass the initial prescreening process or do not have the necessary information for processing are returned to the provider to be corrected. A Return-to-Provider (RTP) letter is created by the Data Entry/Imaging Technician (DE/IT). Some claims are manually RTP'd while others are systematically RTP'd. Regardless of which way a document is RTP'd, they both are done in the OnBase system. Some claims are identified as needing to be RTP'd during the prepping and sorting stages of the Incoming Mail process. Others are not identified until they reach the Classify stage. While others yet are not identified until they are in the Verify process.

Identification of Roles:

Data Entry/Imaging Technician – identifies documents needing to be RTP'd, creates RTP letters and prepares the RTP letters for mailing

Quality Analyst – perform Quality Assurance checks on specified aspects of the RTP process

Operations Coordinator, Operations Team Lead, and Operations Manager – operate as a resource for the RTP function; implement process changes as needed

Performance Standards:

Return hard copy claims that fail the prescreening process within one (1) business day of receipt.

Path of Business Procedure:

Step 1: Log into OnBase

Step 2: Perform the following steps based off of the type of RTP (Systematic and Manual)

- a. Systematic RTP
  1. Go to the CORE Mailroom Lifecycle workflow and click on the RTP Queue
  2. Select the first document in line
- b. Manual RTP
  1. Click on File, New, Forms, and select the "Core Manual RTP E-Form"

Step 3: Analyze the document to determine if the document really needs to be RTP'd and select the appropriate task (systematic)

- a. RTP the document
- b. Send to Unit Lead if document doesn't need to be RTP'd

c. Place the document in a “hold” Queue if there is a question regarding the document

Step 4: Getting the keywords box

a. A keywords box will appear when the RTP task is chosen (systematic)
b. A keywords box will appear when the “CORE Manual RTP E-form “ is selected (manual)

Step 5: Enter the following keywords if available (systematic and manual):

a. National Provider Identifier (NPI) number
b. Provider number (only if NPI is not available)
c. State ID
d. Type of claim
e. Address (only if NPI and Provider number are not available)
f. RTP reason

Step 6: Review all pages to ensure that all claims are for the same Provider (systematic and manual)

Step 7: Click on Save to generate the RTP letter (systematic and manual)

Step 8: A predetermined amount of RTP letters that have been created will then move onto the Quality Assurance process (systematic)

Step 9: Printing the RTP

a. RTP’s will move to the Mailroom Print Hold Queue after the Quality Assurance process to be automatically printed at the Hoover building (systematic)
b. Manually print the RTP letter that appears (manual)

Step 10: Place the RTP’s into envelopes to be mailed (systematic and manual)

Step 11: Complete QA slip (systematic)

a. Name of person that prepared the envelopes
b. Name of the task
c. Number of envelopes prepared for mailing

Step 12: Transfer the tray or tub of completed envelopes to the Quality Assurance cart to be quality checked (systematic)

Step 13: The RTP’s are taken to the Grimes Mailroom for postage (systematic and manual)

Forms/Reports:

CORE Mailroom RTP Prescreen Timeliness Summary report- created monthly

RFP References:

5.2.2.3.4.1

Interfaces:

OnBase, Verify system, Report Services

Attachments:

None